



COMMITMENT TO QUALITY OF CARE

“The physical, mental, emotional, and spiritual health and fitness of our people and their families is critical to maintaining an effective fighting force. Whether we are treating a relatively minor injury, illness, or treating a traumatic injury resulting from war, our patient and family centered philosophy and approach is not only our mission – it is our bottom line.”

Vice Admiral Adam M. Robinson Jr., MC
Surgeon General of the Navy

BACKGROUND

Navy Medicine is committed to quality healthcare delivery. Quality of care forms the basis and the foundation of all we do to meet our mission of being there at the right time and place, with the right skills and equipment to do the job for our patients to support our humanitarian programs around the globe. For our patients and the public, quality is a perception. The efforts we engage in on a daily basis to implement quality oversight programs make a difference in public perception of the quality of care provided within Navy Medicine, and the ability to meet our mission to provide care to our Sailors and Marines, and to our beneficiaries.

CORE NAVY MEDICINE LEADER ACTIONS

- The significance of a robust quality program in Navy Medicine means addressing the tough questions, taking responsive action, implementing solutions, and following through on performance measures to monitor success of improvement efforts.
- Leaders have ultimate responsibility for clinical quality and performance improvement to include: fostering a culture of collaboration and communication for staff and patients; supporting simulation training for procedures and team building; participating in the annual Navy Joint Commission Conference and the patient safety award processes.
- Leaders promote reporting, analyzing and evaluation of data for all quality improvement efforts; utilizing the web-based Patient Safety Reporting system to capture, review and analyze event level data; implementing and monitoring identified system-level improvement processes.
- Leaders implement active infection surveillance, prevention and control efforts to identify outbreaks, emerging infectious diseases, multidrug resistant organisms (MDROs), and bioterrorist events; stress the importance of applying basic infection prevention measures (e.g. hand hygiene and standard precautions in the MTF.)

KEY TALKING POINTS

- We will strive to ensure that our Nation will always have a medically ready / fit / fighting force; and that those who've served our Nation along with their families can count on Navy Medicine to provide quality and compassionate family-centered health care.
- Navy Medicine respects and appreciates the trust our beneficiaries have placed in us and the medical services we provide. We earn their trust by ensuring our healthcare providers embrace the highest standards of training, practice and professional conduct, and that our facilities provide state-of-the-art medical services.
- All Navy Medicine healthcare facilities are fully accredited by The Joint Commission. We have maintained that accreditation in the face of high OPTEMPO and repeated deployments. We also collaborate with other multi-service and multi-agency initiatives where such activity supports Navy Medicine's strategic objectives.
- Adverse events are an unfortunate part of medicine, which is 'high risk' by definition. Navy Medicine is committed to proactively reducing preventable adverse events and strives to mitigate the risks of adverse outcomes. When adverse events occur they are fully investigated, regardless of whether a patient was actually harmed. Your measured, systematic response is critical to ensure that an objective, appropriate investigation is initiated that explores all the parameters involved.